



# Colorado Legislative Council

## **Non-Classified**

## **EMPLOYMENT OPPORTUNITY**

### **Colorado General Assembly**

### **Colorado Legislative Council**

Job Title: IT Support Analyst

Job Series: (Non-classified Position)

FLSA Status: Exempt

Occup. Group: Professional Services

Salary: Commensurate with Experience

Release Date: May 1, 2019

Apply by: May 10, 2019

## **Job Summary**

### **General Description:**

Colorado Legislative Council Staff, the nonpartisan research staff of the Colorado General Assembly, has an opening for an IT Support Analyst in the Information Technology section. This office is responsible for maintaining and developing the information systems for the General Assembly and its staff. This IT Support Analyst position requires an experienced IT professional who understands both the technical and business aspects of computer support functions, as well as someone who can envision and deliver future support and technology improvements.

### **Responsibilities and Requirements:**

Duties include primarily contact for Tier 0 and Tier 1 support to the Colorado General Assembly members and staff. IT Support Analysts are required to provide top-notch support in professional business attire to the Colorado State House of Representatives, State Senate, Joint Budget Committee, Legislative Legal Services, Office of State Auditors, and Legislative Council. This position is responsible for providing support ensuring continuous operation of all IT related assets for our diverse professional customer base.

## **IT Support Analyst Description:**

We are actively seeking a professional IT Support Analyst to provide first and second line support to the Legislators and staff within a busy IT service desk environment.

To be a suitable candidate for this role, you will need to have excellent technical user support skills and be extremely customer service oriented.

You must have worked in a 1st line support Service Desk position and have strong technical skills particularly with PC troubleshooting, Windows / Microsoft applications including but not limited to Office suite, Mail applications, operating systems, as well as business infrastructure and applications.

This position requires an IT professional possessing a wide-range of problem-solving skill, as well as an ability to work with end-users at all levels of the organization. This position will also assist with defining and following processes as needed for an IT help desk and support operation. This position will also help in imaging and deployment of new and existing hardware. Participation in an established hardware procurement and refresh process will provide the framework for working in a secure computing environment.

The preferred educational background is a Bachelors degree in Information Technology from an accredited college or university or equivalent work experience.

### **Key Responsibilities of the System Analyst:**

- Ability to collaborate proactively, provide insights on projects and implement change with a high caliber of customer support.
- Identifying, analyzing and advising using best practices on system solutions to meet business needs based on cost, flexibility, and long-term vision.
- Aptitude and motivation for learning and adapting to new technologies.
- Monitoring and response: analyzing, logging, tracking and resolving software/hardware matters pertaining to applications to meet business needs.
- Reactively and proactively troubleshooting issues to isolate and diagnose hardware and software system problems; documenting events to ensure continuous workflow.

### **The Ideal Candidate will have**

- Professional phone and desk-side etiquette
- Exceptional motivation, dependability, and initiative
- Email support skills (preferably IBM Notes)
- Strong Microsoft Office Professional skills
- Excellent verbal and written communication skills
- Able to handle high volume workload in a fast paced environment
- A high degree of self-motivation, commitment and integrity
- Ability to maintain confidentiality

- 3 or more years of operations experience in a production IT environment.
- Support and issue resolution/documentation for PC hardware, basic networking, as well as common peripherals.

Other Skills, Nice to Have

- Help Desk software such as BMC Track-It
- Hardware imaging with MDT or SCCM
- IBM Notes 9 knowledge
- Anti Virus such as McAfee
- Corel Word Perfect skills
- Mobile devices and tablets iOS, Android
- Basic macro experience
- A/V - Audio Video systems
- Patch Management with software similar to PDQ
- Remote PC Support using tools similar to Team Viewer
- Certifications: COMPTIA A+, Network+, Security+, etc.

To Apply for this Position:

Please Email or send your application packet to:

IT Hiring Manager  
 Re: Application for IT Support position  
 Colorado Legislative Council  
 State Capitol Room 029  
 Denver, Colorado 80203  
 FAX: (303) 866-2349

E-Mail: [lis.ga@state.co.us](mailto:lis.ga@state.co.us)

In order to be considered for the position your application packet must include the following:

1. Resume
2. Cover letter
3. Three professional references.
4. Salary requirements

Deadline for applications is May 10, 2019. Legislative Council Staff is an equal opportunity employer.

Additional Information about Legislative Council Staff: <http://leg.colorado.gov/lcs>